



People's Leasing & Finance PLC

Key Facts Document

Gold Loan

Key Facts Document – Gold Loan

Description & Purpose of the product	<p>Utilize your gold items to the maximum value by applying for a loan against them as a speedy and convenient solution to your financial needs.</p> <p>Purpose: Provided financial solution for urgent cash need & Investments</p>
Benefits to customers	<ul style="list-style-type: none"> -Highest gold loan advance for your gold articles. Loans offered at the lowest interest rates in the gold loan market. -Absolutely no hidden/additional charges. Able to settle gold loan in easy installments at your discretion. -Easy repayment schemes to select from 2 days , 10 days and 1, 2, 3, 6 and 12 months. Free insurance cover for your gold. -Extend loan period by paying minimum interest at maturity. -Ability redeem individual article when you have several gold loan facilities with us. -You are served by well-trained, experienced and friendly staff. -SMS notifications prior to the maturity date.
Target Market	<p>This service is designed for both the Investment and Retail Gold loan customer Segments comprising of jewelry manufacturers, Jewelry store owners & other gold related stakeholders.</p>
Main terms and conditions	<ul style="list-style-type: none"> -The gold mixture of the article should not be less than 16 carat or 67% purity. Gold coins, gold biscuits, gold bars, “Katty” or “moozed gold” also acceptable with utmost care and due diligence -Loan Application -Mortgage Bond -Customer CDD -Copy of National Identity Card /GS Letter confirming customer name and NIC No. along with the Birth Certificate / Valid Passport or Valid Driving License
Legal provision	<p>Mortgage Act no 6 of 1949 as amended by Act No. 3 of 1990</p>
Rate	<p>Interest rates will be updated to the PLC web site in time to time and it ranged from 10% to 41% based on the tenure.</p>
Fees & Charges	<p>Within the period there will be no any charges, but maturity fee will charge at the maturity date of the facility depending on decision of ALCO committee.</p>

Complaint Management Procedure

The following methods are available to **customers to lodge complaints**.

- Through the Respective Branch Manager
- Complaint in person - A customer can lodge a complaint in person during working hours at Head Office to Customer Service and Dispute Resolution Department, No.1161, Maradana Road, Colombo 08 by submitting a written letter and giving full details.
- E mail: customerservices@plc.lk
- Through the call center (0112206300)
- Write to: Customer Service and Dispute Resolution Department, No.1161, Maradana Road, Colombo 08.
- Download the Submission form via below link/path

<https://www.plc.lk/wp-content/uploads/2023/02/Customer-Complaint-Grievance-Handling-Form.pdf>
www.plc.lk ---> Quick Links ----> Stakeholder Feedback ----> Complaint & Grievances ----> Complaint & Grievances Submission Form (Download)

In the event, a satisfactory solution is not provided by the finance company, customer can escalate the matter to the below mentioned external dispute resolution schemes;

Financial Consumer Relations Department (FCRD)

The Director
Financial Consumer Relations Department (FCRD)
Central Bank of Sri Lanka (CBSL),
No 30,
Janadhipathi Mawatha,
Colombo 01.

Telephone: 011 247 7966
Hotline for Inquiries: 1935
Fax : +94 11 247 7744
Email : fcrd@cbsl.lk
Web : <https://www.cbsl.gov.lk/en/fcrd>

The Financial Ombudsman

The Financial Ombudsman,
143A, Vajira Road,
Colombo 05.

Telephone: 011 259 5624
Telefax: (+94)11 259 5625
Email: fosril@slt.net.lk
Website: www.financialombudsman.lk